

Four-box template

<p>01</p> <p>How do patients want to experience the service? How do they want to feel during service delivery?</p> <p><i>e.g., confident, in control</i></p>	<p>02</p> <p>How don't patients want to experience the service? How don't they want to feel during service delivery?</p> <p><i>e.g., afraid, not knowing what is going to happen next</i></p>
<p>03</p> <p>What outcomes do patients and communities want?</p> <p><i>e.g., return to 'normal' lifestyle</i></p>	<p>04</p> <p>What outcomes don't patients and communities want?</p> <p><i>e.g., lack of independence, uncertainty</i></p>

Template Instructions:

1. Brainstorm patient experiences

With your group, brainstorm adjectives, e.g. confident, and adverbs, e.g., quickly, to describe patient experiences. Insert these into **Box 1**.

When you have finished Box 1, move on to Box 2.

Use Box 2 to clarify and sharpen the experiences.

2. Brainstorm patient outcomes

With your group brainstorm any outcomes you believe are important for patients, their families and friends, and their communities and insert these into **Box 3**.

When you have finished Box 3, move on to Box 4.

Use Box 4 to clarify and sharpen the outcomes.

3. Review the content

When you have finished all four boxes, review the content. Develop promise and outcome statements in ordinary, simple, clear language.